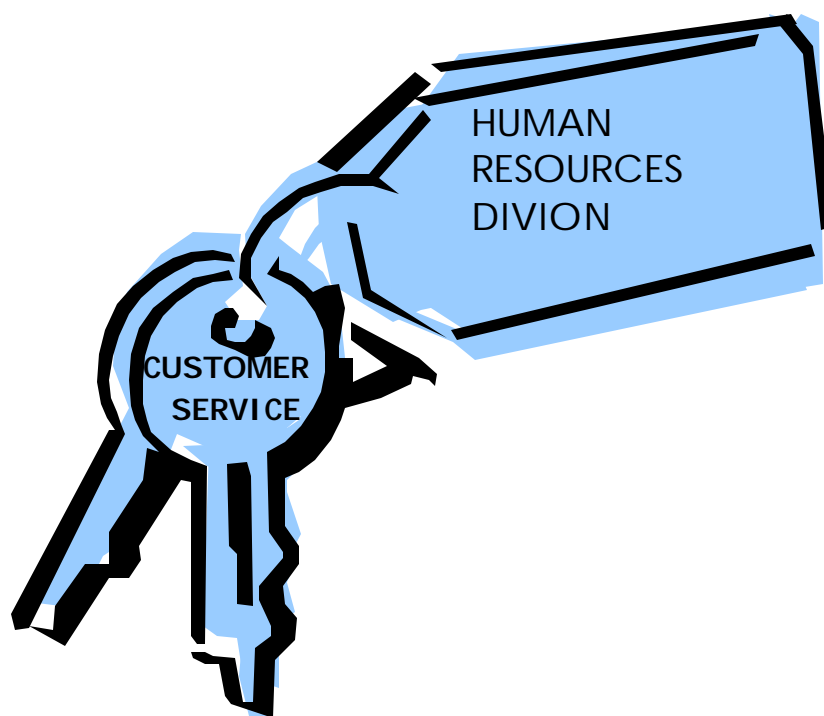




**FOOD SAFETY AND INSPECTION SERVICE  
HUMAN RESOURCES DIVISION**

# CUSTOMER SERVICE PLAN

MAY 2001



**KEY PARTNERS IN HUMAN RESOURCES MANAGEMENT**



**FOOD SAFETY AND INSPECTION SERVICE  
OFFICE OF MANAGEMENT**

**HUMAN RESOURCES DIVISION**

<b><u>Office</u></b>	<b><u>Room</u></b>	<b><u>Phone</u></b>
Office of the Director	3150-S	720-4827
Classification and Compensation Policy Branch	3162-S	720-6287
Employment, Benefits and Policy Branch	3162-S	720-9866
Classification and Staffing Services Branch (HQ Servicing)	3144-S	720-6617
Performance, Evaluation, and Recognition Branch	3817-S	720-7983
Human Resources Field Office, Minneapolis, Minnesota		(612) 370-2000

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**HUMAN RESOURCES DIVISION  
CUSTOMER SERVICE PLAN**

**CONTENTS**

➤ Our Mission, Vision, and Values	2
➤ Our Services	3
➤ Identification of our Customers	4
➤ Our Relationship with our Customers	4
➤ What we ask of our Customers	4
➤ Our Standards of Quality Service	5
➤ Our Timeliness Service Standards	6-7
➤ Evaluation and Accountability	8

# HUMAN RESOURCES DIVISION

## CUSTOMER SERVICE PLAN

### OUR MISSION

*HRD's mission is to support and enhance the Agency's food safety mission  
by providing our employees with human resources services  
that are customer focused and timely.*

### OUR VISION

*HRD supports FSIS as an employer of choice in a customer focused  
and cost effective manner. We value the diversity of our employees  
and strive to be a model in the Department and Federal human resources  
community through use of unique and innovative approaches.*

### OUR VALUES

#### **Integrity**

*We will be fair, honest, and accountable for our actions.*

#### **Respect**

*We will view everyone seeking our advice and services as a valued customer.*

#### **Creativity**

*We will challenge ourselves to seek new and creative solutions to complex problems.*

#### **Dedication**

*We are committed to our food safety initiatives and realize the important role  
we play in these initiatives.*

#### **Teamwork**

*We will work together with our customers to achieve our common goals.*

#### **Flexibility**

*We will be open to new ideas and adapt quickly in these ever-changing times.*

**OUR SERVICES****EMPLOYMENT**

Participate in Agency workforce planning and provide operational employment support. Collaborate with Agency management to develop and implement employment and merit promotion programs as well as new human resource initiatives associated with recruitment, placement, transfer and promotion of diverse, well-qualified applicants.

**EMPLOYEE BENEFITS**

Provide policy and advisory services in the area of Federal benefits, i.e., health insurance, life insurance, retirement, TSP and death benefits. Assist with operational services and supply Agency-wide support in the area of Workers' Compensation programs.

**PAY AND LEAVE ADMINISTRATION**

Provide policy and advisory services under Title 5, U.S.C., and the Fair Labor Standards Act. Develop and administer policy on leave administration and hours of work, including the leave transfer program, tours of duty, and alternative work schedules.

**POSITION CLASSIFICATION**

Provide day-to-day operational classification services, which includes making title, series, and grade determinations on new, revised, or proposed positions. Conduct desk audits and assist in adjudicating classification appeals. Evaluate impact of implementing new classification standards.

**POSITION MANAGEMENT**

Provide guidance to managers in analyzing and developing organizational structures and assist in steering reorganization proposals through formal review process. Provide advice on position management issues. Manage the formal position management committee process.

**EMPLOYEE RECOGNITION**

Formulate and implement Agency Incentive Awards program, including cash, spot, time-off, non-monetary, and honorary award programs. Develop and/or advise on new Agency award programs to meet needs of agency. Administer Employee Suggestion Program. Facilitate the agency's USDA Honor Awards program and other award programs external to FSIS.

**PERFORMANCE MANAGEMENT**

Develop procedures and guidelines for performance management. Monitor the performance management processes to ensure compliance with Agency and Departmental policies and all legal requirements. Provide training and briefings to managers and supervisors relating to performance management. Provide policy and operations services in the development of performance elements and standards. Provide advisory services.

**WORK LIFE**

Design and develop programs to aid employees in balancing family and work responsibilities. Research and inform all employees of the family-friendly resources available to them nationwide. Survey employees' assessment of their quality of work life and make recommendations for enhancements.

**IDENTIFICATION OF OUR CUSTOMERS****We consider our customers to be:**

- ⇒ All FSIS employees
- ⇒ Program administrative contacts (OPHS, OPPDE, OFO, OM and OA Staffs)
- ⇒ All applicants or prospective applicants for employment
- ⇒ Office of Personnel Management, USDA Departmental and Agency human resources personnel
- ⇒ All individuals or organizations we work with or provide information to in an official capacity (employee groups, employee associations, training vendors, universities, contractors, etc.)
- ⇒ One Another

**OUR RELATIONSHIP WITH OUR CUSTOMERS****We work with our customers as:**

- ⇒ Strategic Planning Partners
- ⇒ Consultants/Advisors/Facilitators
  - ⇒ Proactive
  - ⇒ Responsive
- ⇒ Subject Matter Experts
- ⇒ Service Providers
- ⇒ Representatives of FSIS

**WHAT WE ASK OF OUR CUSTOMERS**

**Feedback**~~~~~Early and often. How are we doing and what can we do to improve.

**Communication**~~~~~In order to fulfill your needs, we need to have a clear and complete understanding of your priorities.

**Partnership**~~~~~Consider your problems our problems; count on us to contribute towards solutions whenever human resources are a factor.

**OUR STANDARDS OF QUALITY SERVICE****WE WILL:**

- ✓ Serve FSIS as a strategic planning partner today to meet tomorrow's human resources needs.
- ✓ Recruit and hire a diverse and well-qualified workforce that supports current and future food safety initiatives.
- ✓ Provide timely, accurate answers to inquiries, not only answering questions, but helping to solve problems.
- ✓ Identify, assess, and recommend options and/or solutions to unique and complex HR needs, especially when human resources regulations, policies and practices present barriers.
- ✓ Provide expert knowledge and interpretations of current human resources regulations, policies and practices.
- ✓ Develop meaningful, understandable, and pertinent Agency personnel policies with input from our customers.
- ✓ Understand the importance of each customer's needs.
- ✓ Keep our customers informed of:
  - ✓ The progress of emerging human resources programs.
  - ✓ Any difficulty in meeting an agreed upon timetable.
  - ✓ Personnel laws or policies impacting our workforce.
- ✓ Provide meaningful programs, policies, and opportunities that support employee satisfaction, advancement, and retention.
- ✓ Obtain greater knowledge of Agency programs by participation in meetings and briefings and through site visits.

## OUR TIMELINESS SERVICE STANDARDS

<b>FUNCTIONAL AREA</b>	<b>SERVICE</b>	<b>STANDARD</b>
Response to Inquiries	Respond to telephone and email inquiries.	HRD employees will return phone calls and email messages within 1 working day to acknowledge receipt and discuss customers' needs.
	Respond to formal requests for information (EEO, FOIA, etc.)	When timelines have not been predetermined, discuss and agree upon a timeline with requestor. Keep requestor informed of any difficulties that arise impacting the timeline.
Performance Management	Notify supervisors of end of rating cycle (to establish new standards and issue final rating).	Written notification provided at least 4 weeks prior to end of rating cycle.
Recognition	Employee Suggestions	Notification of receipt of suggestion is sent to the employee within 5 working days.  Typical time for review and response, 12 weeks. Employee will be notified if suggestion requires additional time.
	Process AD-287, Recommendation and Approval of Awards (excluding In-Plant Performance Awards).	Effective the next pay period after receipt.
Classification	Review established positions to verify accuracy of classification.	Within 2 weeks. In more complex situations, when additional work is required, customer will be notified.
	Establish new positions.	Typical classification of new positions is completed within 6 weeks. In more complex situations, when additional work is required, customer will be notified.
	Audit Requests (Including impact of the person on the job and peer review situations.)	Request for audits will be acknowledged within 1 week of receipt.  Typical audit will be completed with analysis within 8 weeks. In complex situations, when additional work is required, the customer will be notified and a new timeframe established.
	Adjudicate Classification Appeals.	Appeals will be acknowledged within 1 week of receipt. Decisions on internal appeals will be made within 90 working days.
	Reorganization Requests	Meet with customer within 2 weeks of request.  For reorganizations within the Administrator's delegated authority, proposals are prepared in final and put in the clearance process within 8 weeks of receipt of the requestor's final proposal.  For reorganizations requiring the Assistant Secretary for Administration's approval, proposals are prepared in final and forwarded for clearance within 12 weeks of receipt of requestor's final proposal.

<b>FUNCTIONAL AREA</b>	<b>SERVICE</b>	<b>STANDARD</b>
	Reorganization Requests (continued)	Customer will be informed when approval request requires additional time.
Leave Administration	Review and process leave transfer program applications.	Processed within 10 working days of receipt.
	Process leave donations	Processed within 15 working days of receipt.
	Review and process requests for restoration of forfeited annual leave.	Processed within 45 working days of receipt.
Employment	Issue Merit Promotion Vacancy Announcements (hiring within Federal government).	Opened within 1-3 weeks after position has been classified and certificate issued within 60 calendar days after position's closing date.
	Issue Vacancy Announcements (external recruitment).	Opened within 1-3 weeks after position has been classified and certificate issued within 60 calendar days after position's closing date. Opening dates may be adjusted to coincide with paid advertisement or targeted recruitment.
	Internal Promotion (VMO Open Continuous, Compliance Open Continuous, Recurring Vacancy System, Circuit Supervisor Open Continuous	Certificate issued within 1 week after position is cleared in classification.
	Lateral Reassignment System	Reassignment lists issued within 2 working days.
	Appointments, including student employment, intermittent, reinstatement, etc.	Effective the pay period following acceptance of employment offer made by HRD, unless negotiated otherwise.
	Career Ladder Promotions	Review SF-52 within 5 working days to insure all qualifications have been met. Effective the next pay period.
	Requests for application materials.	Mailed within 2 working days of request.
	Process change documents/actions. (Tax and address changes, direct deposit, allotments, Savings Bonds, LWOP, name changes, etc.).	Effective the next pay period.
Benefits	Requests for Retirement Information.	Mailed within 1 week of receipt of request.
	Workers Compensation Cases	Forwarded to Department of Labor within 1 week of receipt.
	Notification of death of employee/annuitant.	Contact survivor(s)/OPM within 1 working day of notification.
	Other benefits related paperwork. (Health and Life Insurance; designations of beneficiary; Thrift Savings Plan)	Effective the next pay period or as directed by law.
	Provide benefits information to separated/transferred employees (TCC, Conversion of Fed. Ins., etc.)	Within 1 week of notification.

**EVALUATION AND ACCOUNTABILITY**

We will continuously evaluate our progress in customer service. Feedback from our customers is the key to continuously improving customer service. We plan to implement several mechanisms to solicit comments from our customers on the service that we are providing, especially as it relates to this service plan.

**Customer Service Survey**

A formal survey will be forwarded to customers to complete on a regular basis to determine whether our services are meeting the needs of our customers.

**Comment Cards**

Comment cards will be distributed to rate the quality and/or timeliness of specific services provided.

**Electronic Comments**

This document will be available on the HRD Homepage. At the end of the electronic document, we invite all agency employees to provide comments via email regarding the plan or the quality/timeliness of our services.

**Beacon Articles**

We will solicit and encourage feedback in HR Beacon Articles.

**Contacts**

Division managers and supervisors will periodically contact agency managers and employees to seek feedback on division service.

**Utilize feedback from existing mechanisms**

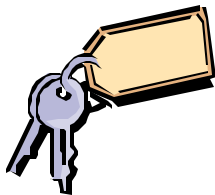
Comments and suggestions from employee surveys, focus groups, listening sessions, townhall meetings, and exit interviews/questionnaires.

Customer feedback will be gathered, analyzed, and made available periodically. Service improvements will be initiated based on feedback received.

## OUR APPRECIATION

The Human Resources Division would like to extend our thanks to our customers who assisted with the development and/or review of this plan. Your unique insight and candid comments were critical to the success of this effort. We invite you and all FSIS employees to provide input at any time to help us continuously improve upon this plan and the quality of our service to you.

Recognition is also extended to the HRD employees who contributed to the cover design:



Sandy Voss and Susan Sullivan

